

Data & Analytics
Consumer Feedback

Prepared for COMPANY X

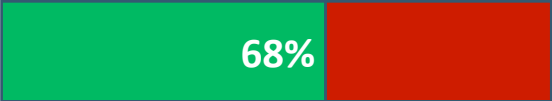
con·sult' a.
con·sume'
-sum'ing ||<
sumere, to take
fire 2 to use up
ey, etc.) 3 to ea
4 to engross
con·sum'er n.
specif., one w
ices for pe



This report was prepared by Info-Tech Research Group for COMPANY X on 2012-09-20.
Previous completion date: 2012-09-20.

Data is comprised of X responses. Including responses by (IT): NAME, NAME, NAME, NAME.
Including responses by (business): NAME, NAME, NAME.

Completion Rate



Consumer Feedback Overview

COMPANY X

Overall Satisfaction with Reporting and Analytics

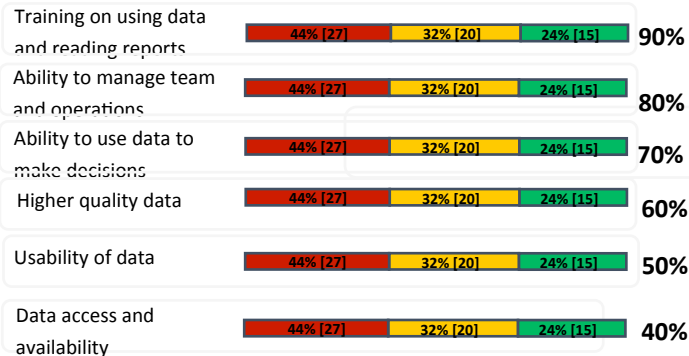
Data end users leverage enterprise data to make decisions and provide benefits to the overall business. Use this report to identify their greatest concerns and to prioritize future initiatives.



Areas of Improvement

How much would an improvement in each of the following better enable you to use data effectively?

Your end users know what would enable them to make better decisions. Focus on the areas that decision-makers most believe need improvement.



Organizational culture

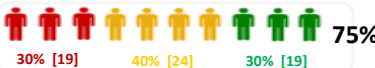
Organizational culture can either facilitate or inhibit data consumption and usage. Ensure that your key business leaders feel that the organization has a culture that values data-driven decision-making and data usage for people and operations management.



1 Communication and Training Satisfaction

How satisfied are you with IT's communication and training initiatives? Ensure your decision makers have the skills and knowledge to leverage data in their decision-making process.

IT Communication: IT communicates changes to services, reports and applications.



Training: Quality and timeliness of training on data and reports.



Completeness: Values are filled out completely, fields are filled when necessary.



Accuracy: Low level of data duplication and replication.



Timeliness: Data is up-to-date and never stale.



Appropriateness: Appropriate data is available in order to make decisions.



2 Data Quality Satisfaction

Please rate your satisfaction with the following aspects of the data that is input to, and output from, the applications you use.

Without quality data, end users risk making poor decisions. Try to pinpoint the areas of your data that most need improvement.

4 Operational Data Satisfaction

Please rate your satisfaction with the following aspects of your operational data.

Encourage your users to use operational data to manage people and operations.

Ability to use operational data to manage teams.



Ability to use operational data to manage operations.



Operational data has integrity.



Ability to find the right version of data when it is needed.



3 Data Access and Availability Satisfaction

Please rate your satisfaction with the following aspects of the reports you receive.

Give the business access to useful reports in formats they understand and in delivery methods they find valuable.

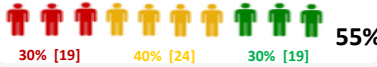
Formats: The data you receive is in the required formats.



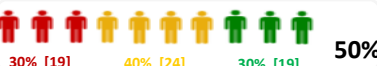
Metadata: You understand all of the data elements that are presented to you.



Timing: Timing and frequency of the reports you receive.



Security/Access: Access controls and security around reports.



Mobile: Ability to access reports from anywhere, including mobile devices.



5 Analytical Data Satisfaction

Please rate your satisfaction with the following aspects of your analytical data.

Enable your users to use analytical data to make successful, data-driven decisions.

Our organization uses data and reports, instead of intuition, to make decisions.



The data we receive is current and timely.



I am happy with my overall ability to use data to make decisions (from a skills perspective).



I can trust the data and analysis that I receive in my reports.



Department Summary

Human Resources

Overall Satisfaction with Reporting and Analytics

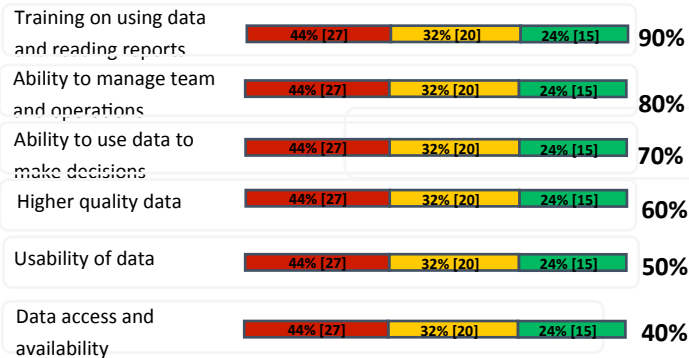
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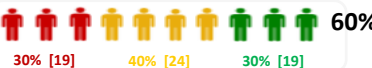
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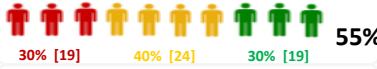
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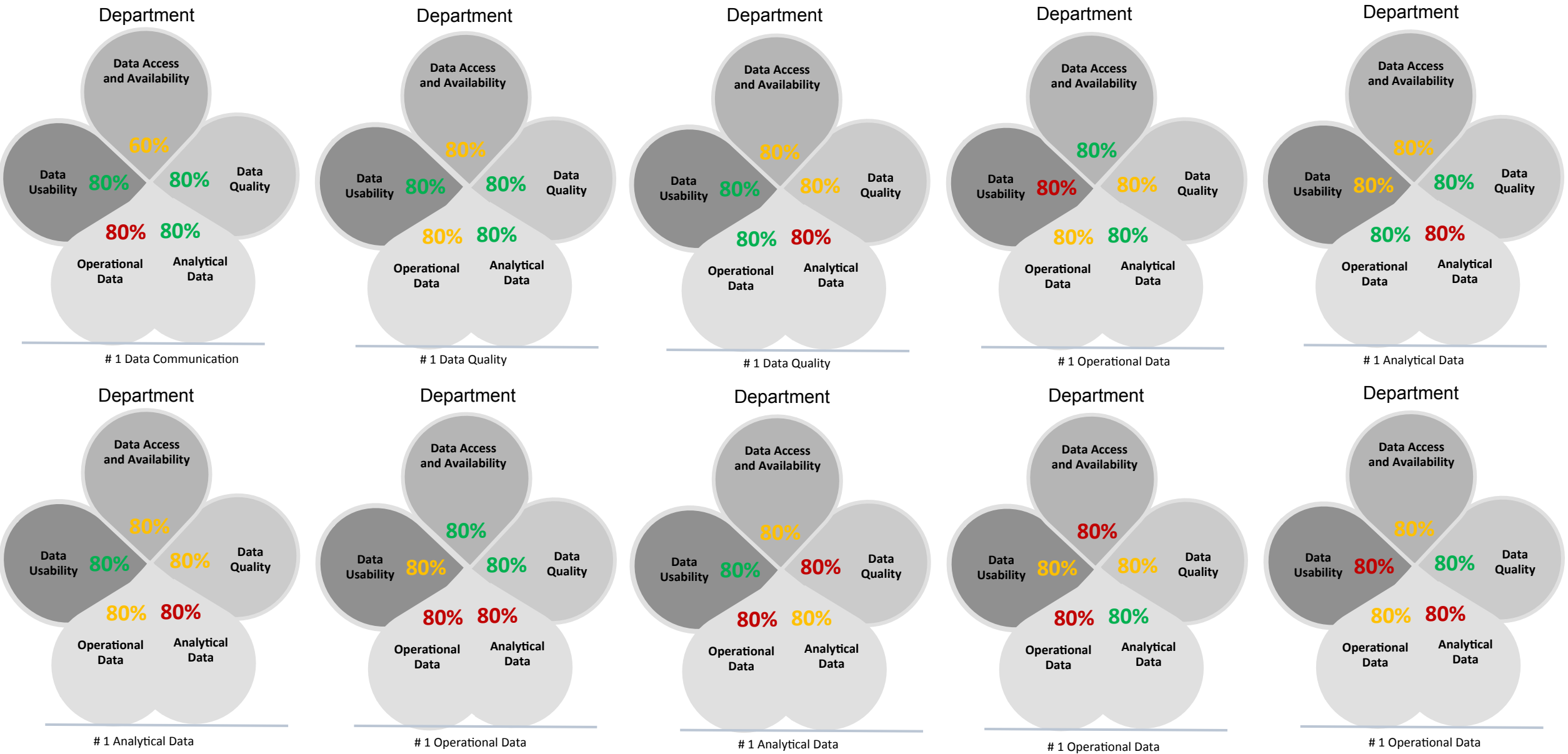
Historical View

Period:

Area	Question	Current Score	Change from Last Time
Communication and Training Satisfaction	IT Communication: IT communicates changes to services, reports and applications.	70%	-10%
	Training: Quality and timeliness of training on data and reports.	60%	-20%
Data Quality Satisfaction	Completeness: Values are filled out completely, fields are filled when necessary.	80%	+10%
	Accuracy: Low level of data duplication and replication.	70%	-10%
	Timeliness: Data is up-to-date and never stale.	60%	-20%
	Appropriateness: Appropriate data is available in order to make decisions.	80%	+10%
Data Access and Availability Satisfaction	Formats: The data you receive is in the required formats?	70%	-10%
	Metadata: You understand all of the data elements that are presented to you?	60%	-20%
	Timing: Timing and frequency of the reports you receive?	80%	+10%
	Security/Access: Access controls and security around reports?	60%	-20%
	Mobile: Ability to access reports from anywhere, including mobile devices.	80%	+10%

Area	Question	Current Score	Change from Last Time
Operational Data	Ability to use operational data to manage teams.	70%	-10%
	Ability to use operational data to manage operations.	60%	-20%
	Operational data has integrity.	80%	+10%
	Ability to find the right version of data when it is needed.	70%	-10%
Analytical Data	Our organization uses data and reports, instead of intuition, to make decisions.	60%	-20%
	The data we receive is current and timely.	80%	+10%
	I am happy with my overall ability to use data to make decisions (from a skills perspective).	70%	-10%
	I can trust the data and analysis that I receive in my reports.	60%	-20%

COMPANY X



Feedback Provided By: Don Cowin - Director-Level, Laurie Gee - Director-Level, Julie Hrycuk-Mekarski - Director-Level,

Improvements

Feedback Provided By: NAME – Director-Level

What report is most essential for your job and what is the number one thing about the report that you would like improved or fixed?

Text
Text
Text

Additional Capabilities

Feedback Provided By: NAME – Director-Level

Thinking about the same report, what is the one data point, capability or aspect of the report that you would like, but that doesn’t currently exist?

Text
Text
Text